



# **Department of Information Technology Monthly Report July/August-08**

**William Lundy**  
**Director**  
**Department of Information Technology**  
[wlundy@westfield.in.gov](mailto:wlundy@westfield.in.gov)

In July and August, the City's IT department continued the process of designing and deploying various business systems. These systems are built on the Microsoft SharePoint foundation which enables us to configure sophisticated yet low-cost business systems. Projects highlights from the months of July/August include the following:

- City-wide invoice management
- E-Payment Center Solution
- Software and Systems Inventory
- HelpDesk Tracking System

### City-wide Invoice Management

We worked with various departments to deploy a system that enables departmental directors to scan and approve paper-based invoices. Once the invoices are approved by the director, the system transfers the invoice to the Clerk Treasures office for approval and to disperse the funds. The following screens images are representative of how the system works.

Westpoint > Invoice Management

Invoice Management

Invoice Management

IT-Invoice

Invoice Title	Invoice Amount	Pay this Amount	Invoice Number	Out of this Fund	Keystone Check #	Keystone Check Amount	Approved by Director	Completed by Clerk's Office
	Sum = \$899.83	Sum = \$899.83						
Invoice Title : Grant (1)								
	Sum = \$29.99	Sum = \$29.99						
Grant	\$29.99	\$29.99	outsin5	101007224-Operating-Supplies	0	\$0.00	Yes	No
Invoice Title : IT Visa Purchase (2)								
	Sum = \$89.84	Sum = \$89.84						
IT Visa Purchase	\$37.84	\$37.84		101007223-Office-Supplies	0	\$0.00	Yes	No
IT Visa Purchase	\$52.00	\$52.00		101007334-Travel-Training	0	\$0.00	Yes	No
Invoice Title : Justin Lutz: Sharepoint Consulting (1)								
	Sum = \$780.00	Sum = \$780.00						
Justin Lutz: Sharepoint Consulting	\$780.00	\$780.00	2	101007331-Consulting	0	\$0.00	Yes	No

Fire Invoices

Invoice Title	Invoice Amount	Pay this Amount	Invoice Number	Out of this Fund	Keystone Check #	Keystone Check Amount	Approved by Director	Completed by Clerk's Office
	Sum = \$4,012.48	Sum = \$3,253.86						
Invoice Title : Fire Service, Inc. (1)								
Invoice Title : Indiana Fire Instructors Assoc., INC (1)								
Invoice Title : Nightingale-Alan Medical Equipment Services, LLC (1)								
Invoice Title : Public Safety Medical (1)								
Invoice Title : Public Safety Medical Service (1)								
Invoice Title : Super Laundry (1)								
Invoice Title : Tri-Anim Health Services, INC. (1)								
Invoice Title : Wal-Mart (1)								
Invoice Title : Waste Management (1)								
Invoice Title : Westfield Lighting (1)								
Invoice Title : Westfield Public Works (2)								

Figure 1 Invoice Management Site

Once the request is placed into the invoicing system, an alert is then fired off to the Director for approval and finally to the Clerk Treasurer for payment.

The screenshot displays the 'Invoice Management' interface. The left sidebar contains navigation links: 'View All Site Content', 'Lists' (with sub-links for 'Fire Invoices' and 'PO'), 'Invoices' (with sub-links for 'Technology Invoices'), 'Vendors' (with sub-links for 'Vendors'), and 'Recycle Bin'. The main content area shows a table of invoices, categorized by 'Approved by Director' status. The table has columns for Invoice Title, Pay this Amount, Invoice Number, Out of this Fund, Keystone Check #, Keystone Check Amount, Approved by Director, Completed by Clerk's Office, Notes, Status, and Invoice Amount.

Invoice Title	Pay this Amount	Invoice Number	Out of this Fund	Keystone Check #	Keystone Check Amount	Approved by Director	Completed by Clerk's Office	Notes	Status	Invoice Amount
<b>Approved by Director : No (3)</b>										
<b>Completed by Clerk's Office : No (3)</b>										
NetComm	\$7,360.00	08002366	10.007389-Software-Licensing		\$0.00	No	No	View Entries...	Not Active	
CDW-G Credit	\$0.00	KRT7666	Blank	0	\$0.00	No	No	View Entries...	Active	(\$28.00)
BPF	\$100.00	64	10.007349-Services-Contractual	0	\$0.00	No	No	View Entries...	Not Active	\$100.00
<b>Approved by Director : Yes (10)</b>										
<b>Completed by Clerk's Office : No (4)</b>										
Grant	\$29.99	outsin5	10.007224-Operating-Supplies	0	\$0.00	Yes	No	View Entries...	Active	\$29.99
IT Visa Purchase	\$37.84		10.007223-Office-Supplies	0	\$0.00	Yes	No	View Entries...	Active	\$37.84
IT Visa Purchase	\$52.00		10.007334-Travel-Training	0	\$0.00	Yes	No	View Entries...	Active	\$52.00
Justin Lutz: Sharepoint Consulting	\$780.00	2	10.007331-Consulting	0	\$0.00	Yes	No	View Entries...	Active	\$780.00
<b>Completed by Clerk's Office : Yes (6)</b>										
BPF	\$100.00	64	10.007335-Telephone	34193	\$100.00	Yes	Yes	View Entries...		\$100.00
Allegiant 4382	\$2,969.75	4382	10.007331-Consulting	33972	\$2,969.75	Yes	Yes	View Entries...	Active	\$2,969.75
Surf Control	\$9,137.62	191261	10.007389-Software-Licensing	33971	\$9,137.62	Yes	Yes	View Entries...	Active	\$9,137.62
NetComm	\$735.00	08002428	10.007331-Consulting	34194	\$735.00	Yes	Yes	View Entries...	Active	\$735.00
NetComm	\$157.50	08002346	10.007331-Consulting	34195	\$157.50	Yes	Yes	View Entries...	Active	\$157.50
CDW-G	\$3,343.61	KX20428	10.007451-Computers-Equipment	34196	\$3,343.61	Yes	Yes	View Entries...	Active	\$3,343.61

Figure 2 Invoice Management Site

## E-Payment Center Solution

We resumed steps towards the creation of a system which would allow our citizenry the ability to pay their utilities via credit card both on-site and online. As we stated in our project analysis document, "Combining e-payments, e-billing, with process efficiency improvements will effectively reduce Customer Service Center (CSO) operational costs and help meet the ultimate goal of providing improved and innovative solutions to our citizenry while reducing costs."

This piece of the solution will tie into our existing westfield.in.gov website and allow our citizens the ability to pay their utility bills (among other fees in the future) online, by phone, or by coming into the Customer Service Center to swipe their card. Other pieces of this project worthy of investigation in the following months are an E-Billing solution and process efficiency improvements.

## Software and Systems Inventory

We've created a SharePoint site which will enable us to track the City's Software and Hardware assets. At this time, we've documented information about printers, servers, routers, switches, UPS', and some of our media desktops. In the near future, we'll begin to document all of the City's technological assets (PC's, handheld devices, printers not on the network, projectors, etc.). This will allow us to manage a Just-In-Time inventory system and will assist us in future troubleshooting as each asset will have a history associated with it.

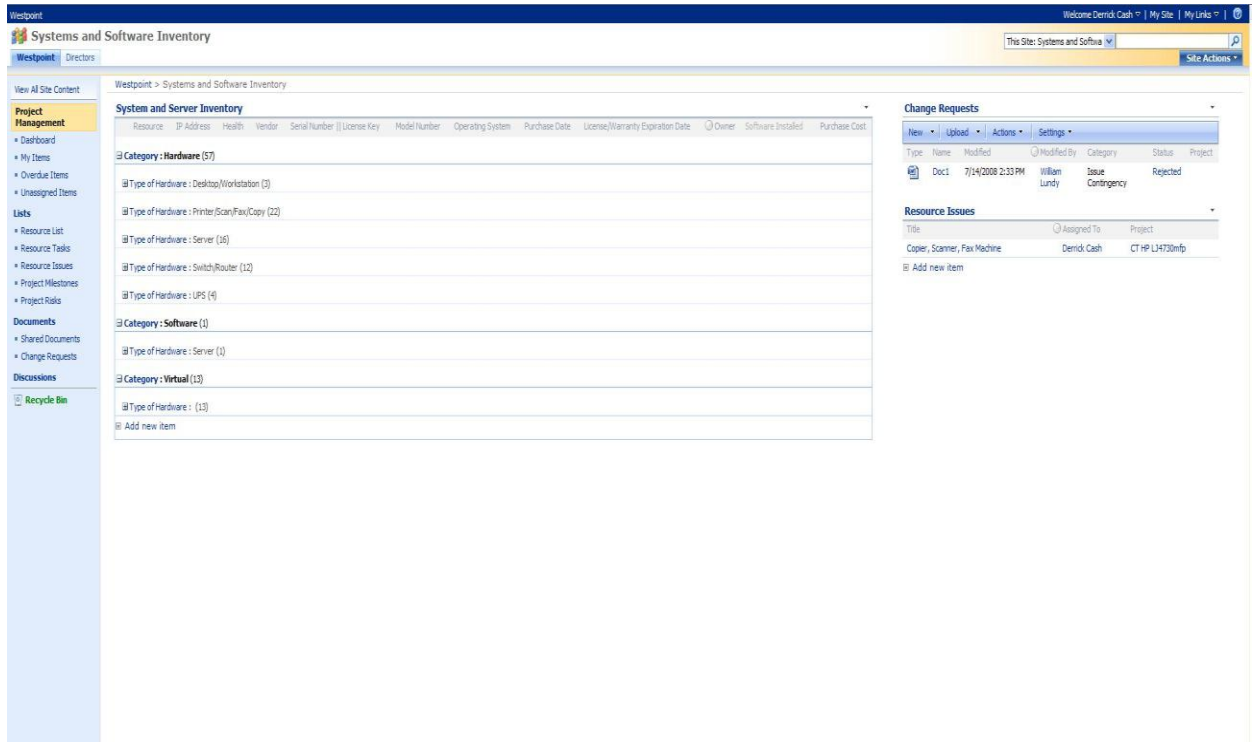


Figure 3 Software and Systems Inventory

## HelpDesk Tracking System

We created a SharePoint site which will allow us to better coordinate our efforts in regard to HelpDesk requests from internal employees. WITS will eventually allow us to better coordinate our HelpDesk issues and enable other Directors to view our progress within the sectors of technical operations (Microsoft Operational Framework), and departmentally sponsored projects.

Westpoint

Westfield Information Technology Services

This Site: Westfield Informatio

Site Actions

View All Site Content

Lists

- WITS Dash
- Services

Activity

- Calendar
- Sponsored Projects

Mac

- Absences
- Contacts
- IT Invoices

Meetings

- Weekly Confab

Documents and FAQ

- Project Documents
- Shared Documents
- Knowledge Base

Recycle Bin

Westpoint > Westfield Information Technology Services

Services

Title	E-Mail Sender	Created	Priority	Task Status
Assigned To: (3)				
Assigned To: Beth A. Hendricks (6)				
LT: Genell Air Card		8/27/2008 10:25 AM	Green	In Progress
Relocate phone/network lines	acotham@westfield.in.gov	8/26/2008 4:36 PM	Green	Waiting on someone else
3 Go Books for PD New Hires		8/26/2008 1:19 PM	Green	Not Started
Adobe Professional Installation	tbledburn@westfield.in.gov	8/26/2008 2:56 PM	Green	Not Started
Set-up and deliver Crndy's Laptop		8/21/2008 5:02 PM	Red	In Progress
Mapping PC		8/21/2008 5:02 PM	Red	Waiting on someone else
Assigned To: Derrick Cash (9)				
council member remote access inquiry	wlundy@westfield.in.gov	8/28/2008 10:01 AM	Yellow	Not Started
Unknown problem	rgentry@westfield.in.gov	8/23/2008 9:37 PM	Green	Waiting on someone else
FVH: Copier in Wash-Room at Public Safety	dcash@westfield.in.gov	8/25/2008 10:02 AM	Green	In Progress
Greyhound Pass Water Plant Key Pads		8/21/2008 5:02 PM	Green	In Progress
Crndy's printer - needs a black cartridge	wlundy@westfield.in.gov	8/26/2008 1:13 PM	Green	In Progress
Wireless Keyboard and Mouse		8/21/2008 5:02 PM	Green	In Progress
FVH: Hazmat Laptop	dcash@westfield.in.gov	8/25/2008 2:41 PM	Green	In Progress
Outlook Messages		8/21/2008 5:02 PM	Green	In Progress
Microsoft Office 2007		8/21/2008 5:02 PM	Green	Deferred
Assigned To: Mark Goshorn (6)				
Firehouse	mvanter@westfield.in.gov	8/26/2008 2:37 PM	Green	Not Started
FVH: Fire House Client progress	wlundy@westfield.in.gov	8/26/2008 7:37 AM	Red	Not Started
New IP for WINS		8/21/2008 5:02 PM	Red	Waiting on someone

Technical Operations

Title	Assigned To
Area: Change Control (1)	
Software and systems inventory	Derrick Cash
Area: Operations/Administration (1)	
Evaluate Sharepoint Backups/restore capacity	
Area: Optimize (3)	
TOP Frameworks: Review, evaluate, implement	
Microsoft Operations Framework 4.0--Simplifying IT Service Management	
ISO/IEC 17799	
Area: Support (1)	
Establish LSP Policies	
Add new item	

Sponsored Project Tasks

Title	Task Status	Priority	Due Date	% Complete
Assigned To: (2)				
Install/Evaluate Faceted Search	Not Started	(2) Normal		
BDC Alerts	Not Started	(2) Normal		
Assigned To: Beth A. Hendricks (2)				
Fiber Break/Fix Training Site	In Progress	(2) Normal		50%
Populate situational Task Lists	Waiting on someone else	(1) High	8/15/2008	
Assigned To: Derrick Cash (1)				
City Logo in emails	Not Started	(2) Normal		
Assigned To: Mark Goshorn (2)				
BlueLock Analysis	In Progress	(1) High		
Replace the Ford Explorer with something more economical	In Progress	(2) Normal	8/14/2008	
Assigned To: William Lundy (1)				
COOP: essential business functions	Not Started	(1) High	9/8/2008	

Figure 4 WITS